ANNUAL PERFORMANCE REPORT (2014)

AWARD #: AID-OFDA-A-13-00036

IMMAP PROVISION OF INFORMATION MANAGEMENT SUPPORT TO UNITED NATIONS SHARP TEAM & THE SYRIA NEEDS ANALYSIS PROJECT

EXECUTIVE SUMMARY

Through the current OFDA grant iMMAP deployed three new Information Management Officers (IMOs) over the last quarter.

Start Date	Position	End Date	Status
[17-Sep-13]	OCHA Regional Office, Jordan	[17-Mar-13]	Completed
[03-Nov-13]	WFP Regional IAU in Amman, Jordan	[03-Nov-14]	Ongoing
[08-Nov-13]	UNICEF Syria Team, Amman, Jordan	[08-May-14]	Completed
[27-Nov-13]	UNICEF MENA Office in Amman, Jordan	[27-May-14]	Completed
[04-Jan-14]	IOM Syria Team, Beirut, Jordan	[03-Jul-14]	Completed
[23-Jan-14]	WHO Syria Team, Damascus, Syria	[15-Jun-14]	Completed
[08-May-14]	Software development support	[07-May-15]	Ongoing
[16-Jun-14]	WFP Syria Team, Damascus, Syria	[16-Dec-14]	Ongoing
[19-Jul-14]	OCHA Turkey	[19-Jan-15]	Ongoing
[25-Aug-14]	Syria Need Analysis Project (SNAP), Jordan	[25-Feb-15]	Ongoing
[08-Sep-14]	OCHA Turkey	[07-Mar-15]	Ongoing

These deployments have provided key assistance to the beneficiary organizations and is highlighted in this document.

| Objective	To provide critical support to United Nations agencies in order to facilitate development of the Common Operating Picture of humanitarian coordination and security in Syria
Beneficiaries	Primary Beneficiaries: ➢ Approximately 24 [United Nations Agencies and INGOs]. Secondary beneficiaries: ➢ 82 local NGOs; ➢ More than 6 million food-insecure Syrians; ➢ An estimated 6.5 million IDPs inside Syria; ➢ 70,000 returnees; ➢ More than 3,000 migrants.

INDICATOR DATA

It is assumed that all targeted beneficiaries of this project have been reached as a result of this project and will continue to be reached throughout the lifetime of the grant. The following performance indicators are summarized below.
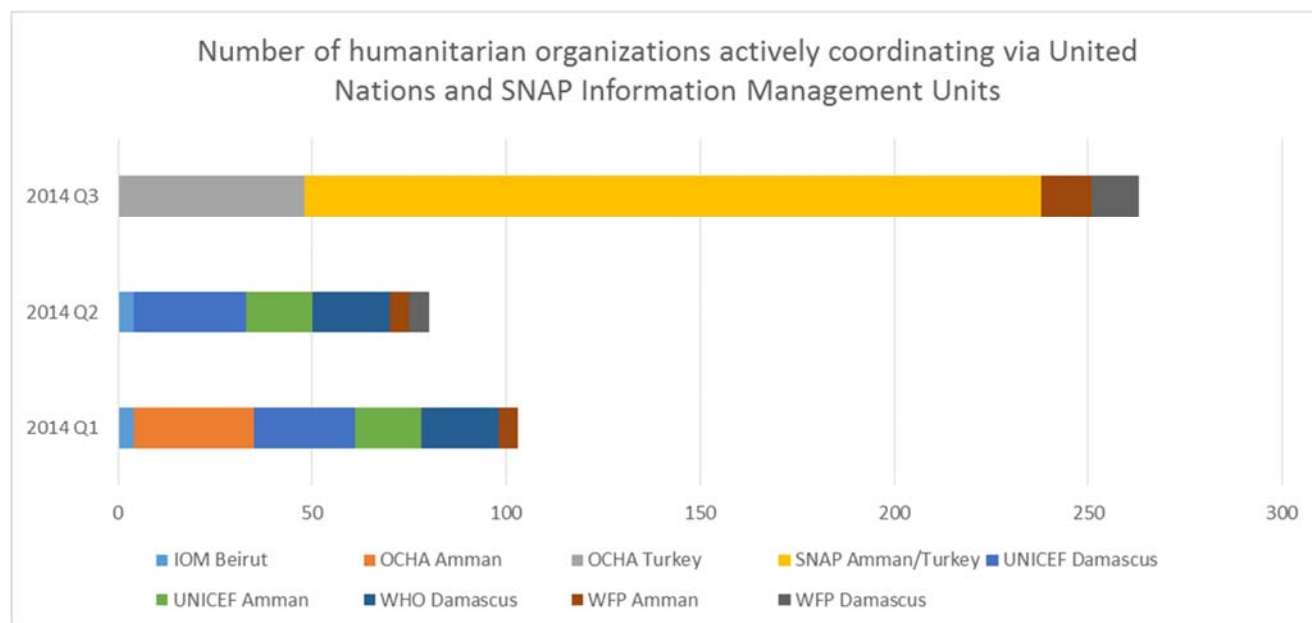
Note the rise in figures for Q3 can be attributed to the large coordination effort conducted between OCHA Turkey and the SNAP project.
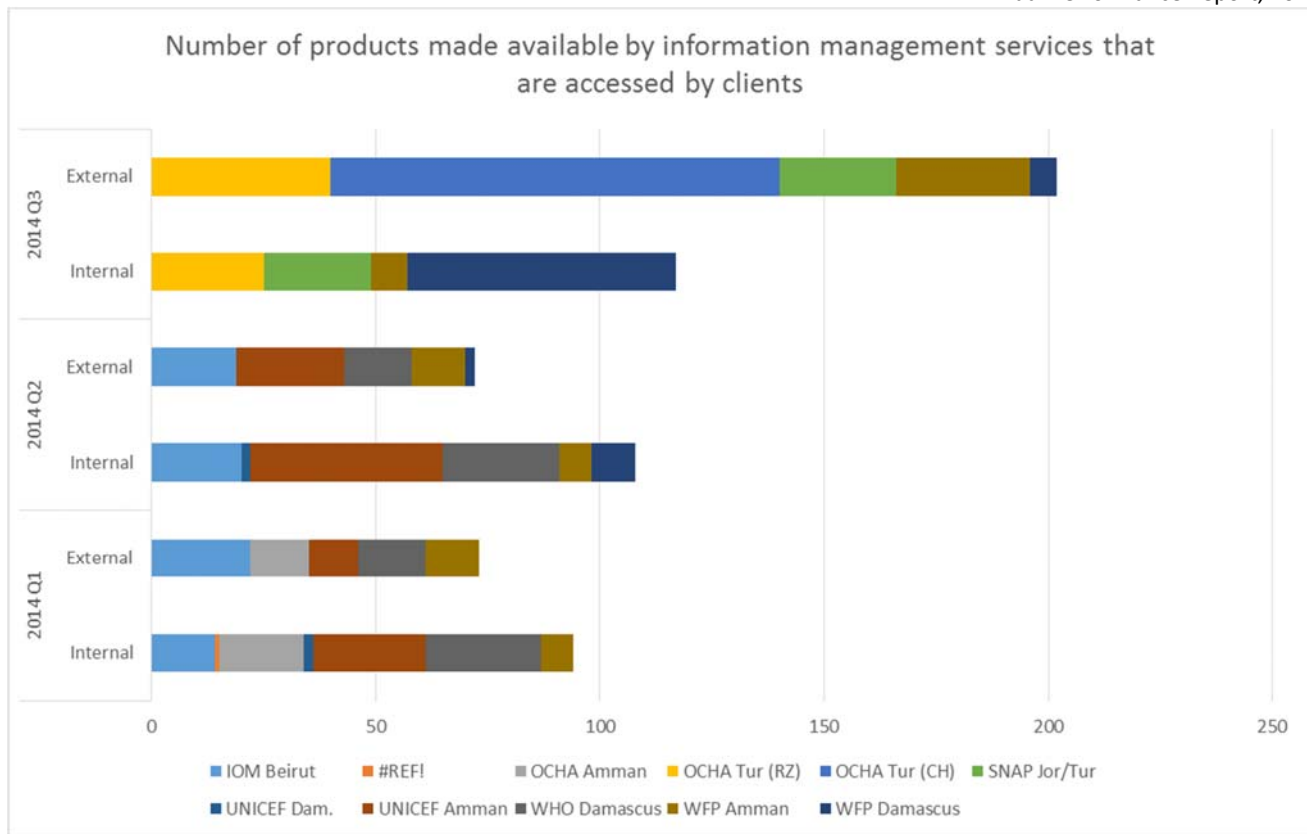
Indicator 1				
Number of humanitarian organizations actively coordinating via United Nations and SNAP Information Management Units				
	2014 Q1	**2014 Q2**	**2014 Q3**	**Cumulative**
IOM Beirut	4	4	N/A	8
OCHA Amman	31	N/A	N/A	31
OCHA Turkey	N/A	N/A	48	48
SNAP Amman/Turkey	N/A	N/A	190*	190
UNICEF Damascus	26	29	N/A	55
UNICEF Amman	17	17	N/A	34
WHO Damascus	20	20	N/A	40
WFP Amman	5	5	13	23
WFP Damascus	N/A	5	12	17
Total	**103**	**80**	**453**	**446**

* Approximately 190 humanitarian organisations in total are currently receiving/using SNAP products

Number of organizations utilizing information management services
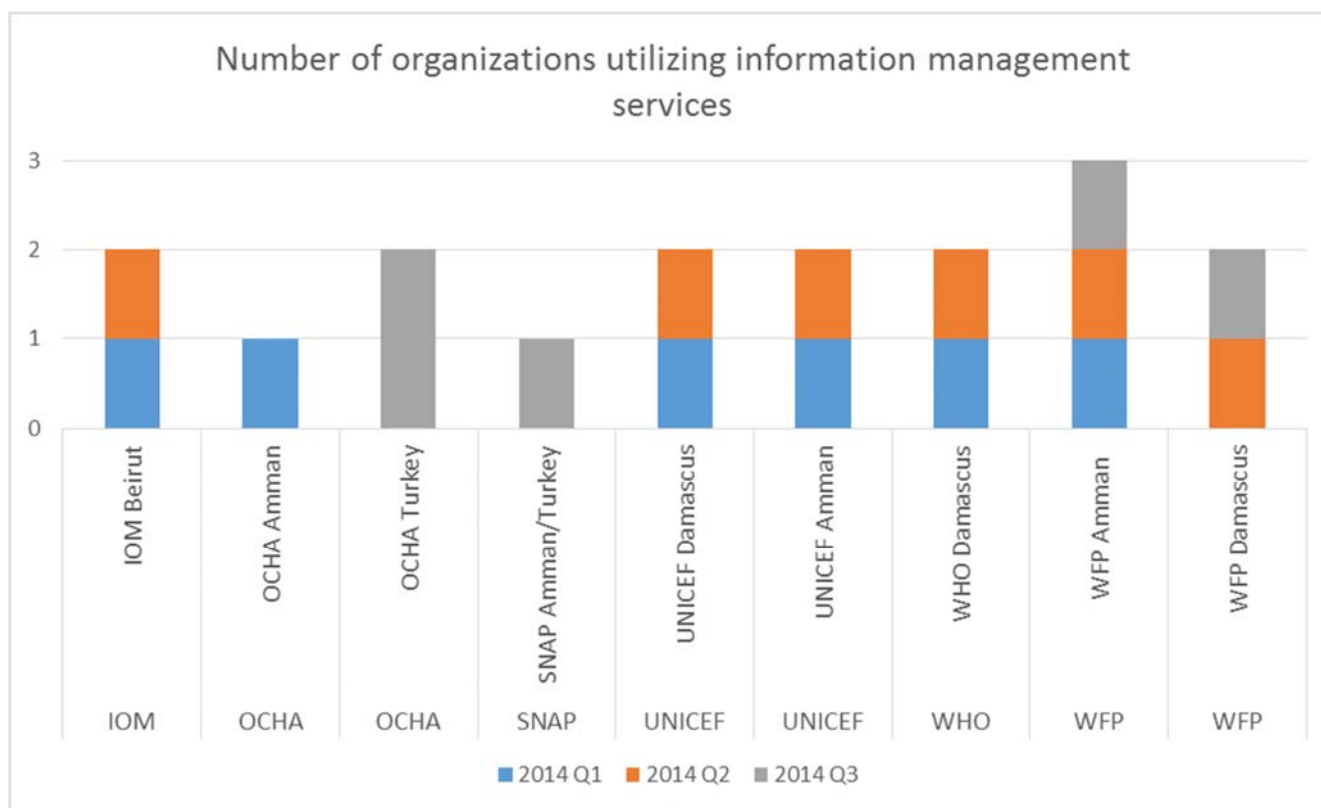
Indicator 2				
Number of organizations utilizing information management services				
	2014 Q1	**2014 Q2**	**2014 Q3**	**Cumulative**
IOM Beirut	1	1	0	2
OCHA Amman	1	0	0	1
OCHA Turkey	0	0	2	2
SNAP Amman/Turkey	0	0	1	1
UNICEF Damascus	1	1	0	2
UNICEF Amman	1	1	0	2
WHO Damascus	1	1	0	2
WFP Amman	1	1	1	3
WFP Damascus	0	1	1	2
Total	**6**	**6**	**5**	**17**

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Number of products made available by information management services that are accessed by clients

Note the rise in figures for Q3 can be attributed to the large coordination effort conducted between OCHA Turkey and the SNAP project.

Indicator 3									
Number of products made available by information management services that are accessed by clients									
	2014 Q1		**2014 Q2**		**2014 Q3**		**Cumulative**		
	Internal	External	Internal	External	Internal	External	Internal	External	Total
IOM Beirut	14	22	20	19	N/A	N/A	**34**	**41**	**75**
OCHA Amman	19	13	N/A	N/A	N/A	N/A	**19**	**13**	**32**
OCHA Tur (RZ)	N/A	N/A	N/A	N/A	25	40	**25**	**40**	**65**
OCHA Tur (CH)	N/A	N/A	N/A	N/A	0	100	**0**	**100**	**100**
SNAP Jor/Tur	N/A	N/A	N/A	N/A	24	26	**15**	**25**	**40**
UNICEF Dam.	2	0	2	0	N/A	N/A	**2**	**0**	**2**
UNICEF Amman	25	11	43	24	N/A	N/A	**68**	**35**	**103**
WHO Damascus	26	15	26	15	N/A	N/A	**52**	**30**	**82**
WFP Amman	7	12	7	12	8	30	**22**	**54**	**76**
WFP Damascus	N/A	N/A	10	2	60	6	**70**	**8**	**78**
Subtotal	**93**	**73**	**108**	**72**	**117**	**302**	**307**	**346**	**653**
Total		**166**		**180**		**419**		**653**	

* Approximately 100 map products were produced for the MSNA report

PROGRESS TO DATE

UNITED NATIONS OFFICE FOR THE COORDINATION OF HUMANITARIAN AFFAIRS [OCHA]
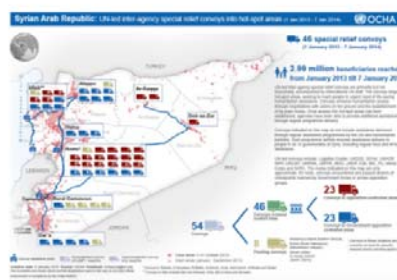
From September 2013 until March 2014, Bernard Chedid worked for the Regional Information Management Analysis Unit (IAU) of OCHA Amman. He had been deployed to that position for 18 months already under CDC funding. His main task was to directly liaise with the inter-cluster coordinator based in Damascus, support OCHA Syria with operational information products and generate the visuals requested by HQ from the field.

In addition to the daily tasks, Bernard supervised the recruitment process and initiated a Jordanian national GIS officer based in Amman to the humanitarian mapping. In December the regional country dashboards template were developed based on available data covering the RRP bridging into recovery and development. In parallel, SHARP related products for the launch on 16 December were also produced.
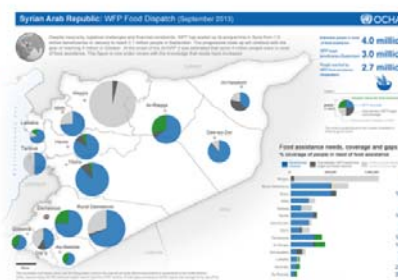
From 16 to 23 December a national IMO based in Damascus was deployed to Amman for capacity building. The training included the hands-on data organization and structuring of geo-databases ready for mapping and the transfer of traditional ESRI generated maps into info-graphics using Adobe illustrator. Bernard also prepared the information products for the high-level group meetings on Syria, which were held in November and December.

XCS-01_SYR_dashboard_131210_V8.png   CNV-01_syr_convoys_140107.pdf   FOA-01_syr_food_dispatch_September13_20131202.png

During his last three months he was busy transferring the institutional memory acquired since the start of the crisis to the new staff. Not many information products are published during that period but he managed the data holdings that covered the response and situational information and operational activities which comprised of a wide range of products that still being maintained.

- Cross-line convoys
- SHARP overview
- Main supply and access routes
- SHARP funding updates
- Food dispatch per governorate

- Food distribution per location and control type
- Food distribution ratio from inside and surrounding countries (cross-border)
- Humanitarian presence inside Syria
- Access and conflict snapshots

Achievements
- Established a GIS drive and the folder structure to centralize the data for future collaboration.
- Developed general overview maps for operational purpose, including city maps for urban areas.
- Compiled baseline information on Syria from different sources, including the Syria Census Bureau (in Arabic and English).
- Developed a list of clash points, marking populated areas witnessing clashes including estimates of affected populations.
- Developed the humanitarian snapshot, and contribute in the publishing of the humanitarian dashboard.
- Developed the Who is doing What and Where information from operational workings groups within Syria, funded by the Syria Humanitarian Assistance Response Plan (SHARP), including data collection compilation and final published product.
- Contributed in the production of all visuals and maps intended for private briefings and public.
- Developed response maps for Food and NFI sectors.
- Mission to Damascus for 3 weeks from 19 October to 9 November 2012, to improve data collection and proper usage of the common operational datasets and place-codes in order to standardize among the humanitarian community the geographical location reporting.
- Developed an access map showing actual UN road missions and clash areas.

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- Developed a monthly incidents map, including a graphic representation of clash points
- Prioritization of clash areas to submit for remote sensing of damage level (pilot project).
- Developed an Inter-Agency convoy map showing the effort to cross conflict lines and deliver humanitarian aid within the country.
- Developed organograms resuming the specific clearance process for Inter-Agency convoys with the Syrian Government.

Impact

Bernard's contribution to the OCHA Syria team was widely appreciated by OCHA (Amman, Damascus, and New York) and iMMAP over nearly two years. OCHA have been unable to apply for an extension of this post which had already been breaking the general rules of the standby partner programme which normally does not allow for posts of this duration. He work has been handed over to colleagues in the Amman information management analysis unit.

## Lessons learned & recommendations

- **Working hours**
  Bernard found that the management of his working hours was unacceptable at times. He would get requests for making maps and other products around the clock and often found himself working weekends and in the office till the early hours of the morning. In future it was recommended that working hours for the normal working week be stated in the contract between iMMAP and the consultant when dealing with the OCHA regional office.
- **Task management**
  Bernard found that a large bulk of his work was tasked in producing ad-hoc last minute products for OCHA HQ and these tasks took away from his time to be more available for the OCHA Syria team.
- **Planning and strategy**
  Secondments to the United Nations is usually planned to fill a gap until a dedicated person is permanently deployed. In Bernard's case it was always communicated to the consultant and iMMAP that the service provision will be ending after a 6 month period but it kept getting extended for 2 years. Long period support to agencies should come in the form of institutional contracts / service agreements which will prove fairer to all parties, especially the person doing the job.
- **Hierarchy**
  Seconded consultants have no decision power on choosing methods and tools to improve efficiency and outputs. A lot of time was spent working on improving existing methods used which ultimately proved time consuming. Better alternatives were available which could have been adopted. This issue was crucial for inter-country coordination and cooperation on information sharing.
- **Logistics support**
  OCHA normally deploys without the accreditation of the host government. UNDP is tasked with facilitation of all residency/visas/work permits however, it is considered an extra burden to UNDP and hence such requests do not get prioritized for OCHA staff and especially seconded staff. Proper support should be provided to seconded staff at least equal to regular recruited staff.

UNITED NATIONS WORLD FOOD PROGRAMME [WFP] AMMAN
INFORMATION MANAGEMENT OFFICER

Jonas Herzog has been placed since November 2013 with the regional WFP Information Management Unit as a database and web specialist supporting the Regional Emergency Coordinator Syria.

Jonas developed a tool called OpsFEED which shows operational WFP data. Country offices use these online maps to present their activity to donors and to find gaps. The data is updated regularly and information disseminated immediately. Jonas met with staff from the Damascus office recently in Lebanon which proved very useful in order to build a closer relationship with the Syria team on the ground. This meeting gave a much better understanding of the situation within the country and allowed Jonas to find ways to represent available data in a more accurate fashion.

It was anticipated that making this online map publicly available would encourage offices to send their data more quickly and of a

Food Distribution Sites November 2013
Cross Border and WFP Food distribution by Commodity
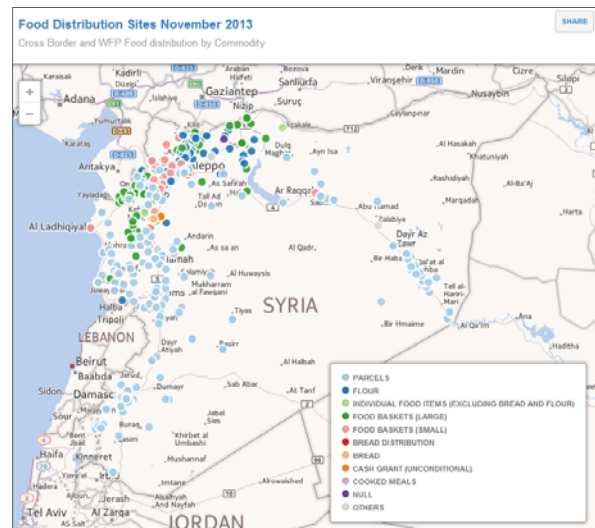
higher quality standard. Furthermore, the donors, media and the public got a much better overview on the activities of WFP in Syria.

In December, the main task of the information management unit was to create an information package for donors that includes all relevant documents on all of WFP's products. Jonas created a bilingual website, where all these documents can be downloaded and which is now the online repository for WFP documents.

Templates for maps that were being published on regular basis on our information packages were redesigned to better fit the WFP corporate design and to fit certain standards. The previously externally hosted website that contained key documents on the Syria crisis were incorporated with the official WFP website and can now be found on wfp.org/syriainfo. All the documents are also stored on the WFP central database in Rome and are being uploaded and updated by the Amman team. The website was redesigned as well to fit higher demands. A large amount of geographic data was moved from an external hard disk to the WFP server on the compound, in order to improve data safety (backups are done regularly).

The lessons learned in visualizing information relevant to the Syria Crisis are now being applied for additional products in neighboring countries. At the same time he created an internal product that displays hard to reach and besieged areas inside Syria interactively and developed an index that shows the degree of accessibility. This product has received very positive feedback and it is used as the main tool to present the access situation to senior management. Using the same data as a basis, he created regular updates of the access situation on printed maps that have been published in external reports, along with maps about displaced persons within Syria, situation maps in certain areas etc.

The first map below above shows how hard it is to reach areas in Syria, and which of those have been accessed by convoys since the UNSC Resolution was adopted in February. It shows the gravity of the situation and how WFP is trying to cope with it (published in the WFP Syria Crisis Update). The second map above shows the movement of persons within Syria for the latest reporting period. This information is important for food distribution inside the country (published in the WFP Syria Crisis Update).
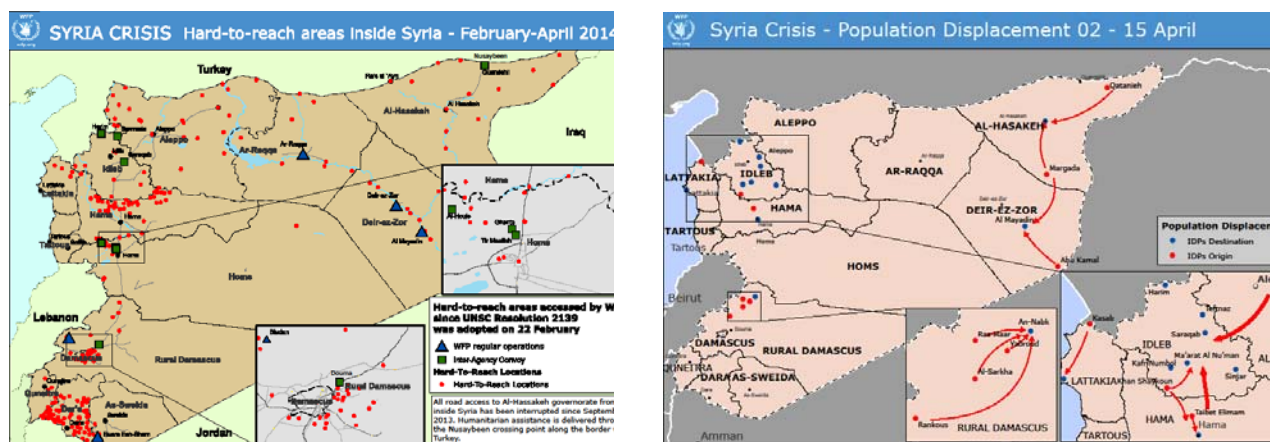
Jonas visited Gaziantep where WFP organizes an extensive data collection exercise on different food support over the Turkish-Syrian border by partner NGOs. The situation is very tricky there, since WFP did not have any cross border operations, whilst the NGOs do. In order to compare the activities in the North and with those by WFP in the rest of the countries, the data needed to be standardized and normalized between the different operations. With the normalized data a number of thematic maps have been produced that have been used in WFP's regular updates.

Jonas is finishing up his second term of 6 month deployment at the start of November. Throughout this deployment he has made a huge impression on WFP and will be handing over his responsibilities to a newly hired GIS team and in addition the setup of OpsFEED at WFP headquarters.

Objectives

- Organise and manage WFP data in a structured and secure fashion
- Manage the publication of reports and information on the WFP website
- Develop a data collection methodology and strategy for the Syria country office
- Providing regular analytical products for the IM unit
- Utilise modern technology to manage modern delivery of information products and their management
- Standardise the production of products made by the IM unit

- Continuing of support of the GIS unit in the Operational Information Management, Analysis and Reporting Unit in the Regional Emergency Coordination Office in Amman, Jordan.
- Creating products for the Needs, Response, Gaps (NRG) group
- Supporting the Food Security Cluster Coordinator with data management and maps
- Supporting the Logistics Cluster

Achievements

A large catalogue of maps was created, which includes various topics and grade of sensitivity. Many of the maps contain information that is not being shared because it is sensitive or to prevent people from interpreting them out of context. The most important maps include:

- Accessibility Map of Syria
- Displacement Map internally in Syria
- Beneficiary map
- Maps to support the Logistics Cluster (Transport routes, warehouse capacities, transport rates, shipping lines, Concept of Operations and many others)
- Highlights maps: Maps that are published on a highlight page / dashboard to be distributed to donors and media

Many other maps have been created ad-hoc at short notice. These products vary from mapping cross-border activities of NGOs to, mapping accessibility and areas of influence. Request from other sections within WFP such as logistics, security, ICT, public information etc. required action.

- **Ad-hoc map making for the IM unit**

- **Updated the data-structure to a centralised server with a backup strategy and remote access**

- **Data cleaning**
  Cleaning up and restructuring the programme data (data quality was found to be low)

- **Standardisation of analysis templates**
  Mapping products were updated in quality, using the correct WFP design, colours, fonts, logos, etc. This work was coordinated with the Rome HQ. The designs of standard maps that were published regularly have gradually been improved and new maps are following these standards as well.

- **OpsFEED**
  The online interactive map has been continuously updated and a regional edition have been developed. The skills required to keep the maps updated as well as to implement new interactive maps have been taught to the WFP GIS team which will maintain them and keep them updated when new information comes in. A simplified interactive map based on the same software is being displayed on the Syria Crisis Info Website. The iMMAP developer has made sure that the software was installed reliably on the WFP server in Rome to make sure to follow the organisation's standard procedures. Interactive maps were created and used for presentations and sharing operational information. This solution proved very popular and was extended to the Syria Access Meter which is updated regularly. It will also be further developed and new features will be added, according to the needs of the management.

- **Food Security Cluster / Whole of Syria / NRG maps / 4W data**
  Data from different partners based inside and outside of Syria has been combined in a standard 4W table and data gaps (like missing coordinates, missing administrative units etc.) have been filled. This dataset serves as the baseline of all WFP products for the Whole of Syria approach and enable WFP to provide information on different modalities on all administrative levels down to GPS coordinates. The dataset is used for example for the Needs, Response, Gaps (NRG) maps, Food Security Cluster maps, donor reporting.

  By combining this information with planning figures that were shared with WFP for the first time from partners and WFP planning figures, it was possible to find out where potential gaps and overlaps are in the response. In a meeting with most of the South-Turkey based partners overlaps and gaps were discussed and many areas could potentially have overlap in services. All this data and the methods on how to compile them have been shared with the other GIS officers, so they can continue working on it after the standby partnership ends.

- **Maps for Logistics Cluster and Convoys**
  The support for the logistics cluster was continued, by providing maps and information on roads, border crossings,

ports etc. that are used for to organise regular and cross-border convoys, which are now possible after the UNSC Resolution in July.

Impact

- During the first 6 months of his assignment Jonas was able to deliver all the requested products to the unit. In addition, he was able to introduce many new solutions and technologies that were not utilised in WFP beforehand and added a lot of value.
- Coming from a standby partner organisation also allowed him to introduce new solutions that might not be on the standard WFP agenda. Being part of the iMMAP team at the same time helped Jonas discuss technical challenges and new solutions with iMMAP colleagues and share experiences.
- The setup of OpsFEED on a central WFP HQ server marked a huge accomplishment. To date WFP HQ have been using GeoNODE as a GIS platform globally, but due to acknowledgement from HQ that his work was of higher quality than the current platform can achieve, this has become a reality. WFP are keen to look at adapting OpsFEED for other operations.
- Jonas assumed GIS coordinator responsibilities during his post with WFP, however he will be departing WFP leaving behind a competent and fully trained GIS team to carry on this work.
- WFP has been the leading the way with the Whole of Syria Cluster movement. Jonas has been the backbone to date in producing analysis for inclusion in the NRG products released.

Jonas has become an integral part of the WFP team in Amman having influence over the entire information management cycle implemented inside the IM unit. His work in analytics, data quality, structured process development, and software solutions have made it easy for WFP to consider an extension of this secondment through November 2014.

Lessons learned & recommendations

- A workshop held in December 2013 was very helpful and gave insights on what projects iMMAP has achieved and which tools are available. Seeing what colleagues are working on and what challenges they are facing was a great starting point for discussions and collaborating on ideas and potential solutions.

- From the first day, being hired as a stand-by partner Jonas felt as a full member of the team and no distinction was made between him and his WFP colleagues. The special situation and the close contact to iMMAP colleagues enabled discussion on different approaches of different UN agencies and to discuss them internally. Being an iMMAP staff member also enabled him to attend meetings and workshops that he probably would not have been invited as a "normal" WFP employee and it gave him more freedom in conducting his work effectively.

- One of the biggest constraints Jonas faces is being restricted to a SHARP mandate in this day to day work. He recommended a degree of flexibility to work on regional information management efforts if the situation warrants it.

- The handover from the previous WFP GIS officer could have been better organised. After a few normal weeks, where he was mostly working on long-term projects, the GIS officer from WFP left and Jonas was left responsible for his portfolio. His workload increased dramatically and he did not have a lot of time to focus on other longer-term tasks.

- Especially when working with the Food Security Cluster on new projects like the Whole of Syria, requests are usually on short notice and deadlines can be strict. Jonas and his team managed to keep most of them, in spite of datasets coming in in various formats and with delays.

- The Information Management Unit at the REC Office entirely depends on high quality and timely delivered data, which is very hard to have in this context. The available data usually need a lot of time to clean, before it can be used in maps or other visualisations. It would be highly recommendable to reorganize the data collection process inside Syria to keep the information reliable.

- The deployment of Jonas has been very successful, as a lot of projects could be realised which thanks to a comprehensive handover can be easily continued by the remaining GIS officers after he leaves. WFP has been very happy to have him as a part of the team and will be very happy to collaborate with iMMAP in the future.

UNICEF DAMASCUS

Mehtab Khan was placed on the Syria team for UNICEF from November 2013 until May 2014. Due to staff security ceiling constraints for UNICEF inside Syria he worked from Amman though directly under the supervision of the chief information management officer in Damascus. He work entailed the development of key programme management and data collection tools.

Facilitator Field Presence Reporting & Tracking system

UNICEF employs a huge workforce of facilitators in Syria to oversee programmes funded through Programme Cooperation Agreements (PCA) and other service level agreements.

The management of these recruitments, their renewals, travel authorization, and reporting has been encompassed in an information management system developed by Mehtab. This tool allows the UNICEF Syria team to effectively manage this workforce in an efficient manner.

Mobile Data Collection

UNICEF decided to develop a solution for data collection in the Education, WASH, Child protection, and Health sectors/sub-sectors. The methodology chosen for this service was USSD (Unstructured Supplementary Service Data) Data collection. USSD is compatible with all mobile devices and will be free to use on all devices. Mehtab lead the development of this solution and worked closely with telecommunications providers in Syria to support this implementation.

Using USSD will also enable UNICEF to establish a list of "trusted" phone numbers which submit data to the service. This in-turn facilitates the capturing of quality data once the programme is active. iMMAP anticipates that this solution can be replicated for other country programmes, other agencies, and clusters/sectors.
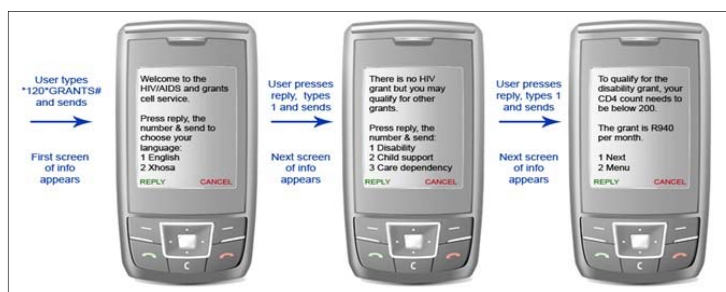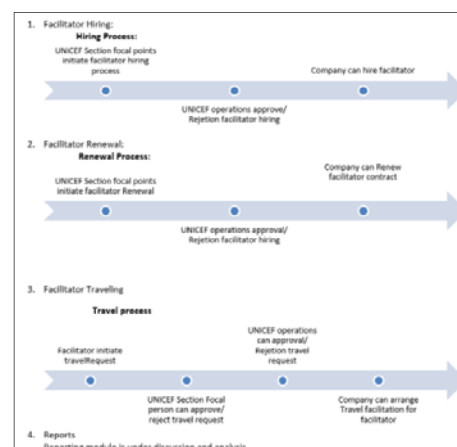
Objectives

- Direct technical support to UNICEF Syria country office in the:
  - ➢ Design and validation of data collection tools (forms, questionnaires, etc.) and development of related processes and workflows.
  - ➢ Support to the regular collection and management (coherence check, cleaning, and consolidation) of data, including support to partner agencies.
  - ➢ Provision of technical support in the analysis of data and visualization of results.
  - ➢ Support to UNICEF Syria country office Monitoring & Evaluation activities.
- Ensure that appropriate information systems are developed and implemented in line with regional and international agreed upon standards, building on national level initiatives and processes to ensure their sustainability.

Achievements

- **Facilitator Database**
  Facilitator system has been developed as a web platform to manage UNICEF facilitator workforce recruitment, renewal and traveling arrangements effectively and efficiently. The system has deployed to the UNICEF server. Technical and system flow orientation has been given to the UNICEF IMOs. The system has been developed accordingly as UNICEF proposed. The facilitator system has a three processing cycles (such as recruitment, renewal and travel management) and five Roles (Section, Operation, Third Party Company, facilitator and Super administrator) to carry out the recruitment, renewal and travel processing cycles.

- **Unstructured Supplementary Service Data (USSD) data collection**
  USSD data collection system is a web and USSD (SMS like)-based communication platform that allows UNICEF employees, facilitators, government officials and citizens to report via surveys, feedback, and campaign with respect to sectors and locations. The use of mobile phones in monitoring provides a valuable opportunity for transferring 20-40

questions onto a mobile phone by using USSD protocol which is easily accessible, free of cost, and usable for the education, Health and WASH stakeholders to collection data, analysis and dissemination. Initially the USSD data collection system was designed for the Education Management Information System (EMIS), but later UNICEF decided to implement this system in almost all UNICEF's sectors, such as health, WASH, child protection. The USSD system Database has been designed in a way to cover all sector data collection, surveys, monitoring and information dissemination. The system has been developed and deployed at a UNICEF server in Damascus, Syria. UNICEF Syria is still waiting on Government approval to roll out the system in large scale.

Impact

UNICEF Syria is in the process to develop and implement the two systems highlighted above. These systems will have the following impact:

- Facilitate data collection on all sectors needs and receive feedback from the beneficiary community.
- Exposure to a large number of beneficiaries in many locations simultaneously.
- The ability for UNICEF to approach programme intervention challenges in hard-to-reach locations/areas in an innovative fashion for respect data collection and information dissemination.
- Instant availability of data from questionnaires, surveys and feedback from users.
- Automatic spatialisation of data collected, hence facilitating easy to visualization of data via GIS tools.
- Structured management by UNICEF for facilitator recruitment, renewal and travel arrangement and approvals.
- Establishment of a centralized database of facilitators where sector focal persons can easily and timely initiate recruitment and renewal processes.

Lessons learned & recommendations

The development of the facilitator system went well. This was partly due to the entire requirement being clearly defined from the offset. All the software development phases were smooth and fitting with the specification of the system provided at the start of the project.

Overall the USSD data collection system development was fitting with the original planning for the tool due with a slight delay in negotiation between telecom companies to use their USSD services for sending and receiving messages set the timeline back for this implementation. A lesson learned from this system is to plan a more flexible deadline for projects when the development cycle involves the consumption of third party services or APIs.

UNICEF MIDDLE EAST & NORTHERN AFRICA REGION (MENARO)

Hassan Abdelghafer was placed on the regional Information Management team for UNICEF from November 2013 until May 2014, with a focus on Syria. Initially he established an information management continuum to support Syria crises hub in order to implement the pillars of information management in Data Collection, Processing, Analysis and Dissemination.

Subsequently, a mechanism was established for collecting crowd-sourced humanitarian data from several sources internally within UNICEF sectorial programmes, country offices, from other UN agencies, and INGOs. The data collected came in several formats such as (shape files, datasets, excel sheet, maps).

Additionally, Hassan contributed to and supported the analysis of programmes and sectors in the regional office, visualizing and updating information products such as:

- Several maps
    - EDUCATION (children in and out of school in Syria)
    - HEALTH (children vaccinated against polio)
    - Humanitarian needs overview prioritizing needs by sector in districts
- Several info-graphic products
    - EDUCATION (children enrolled in learning programmes)
    - HEALTH (children vaccinated against measles)
    - PROTECTION (children with access to psychosocial support)
    - WASH (people with access to drinking and domestic water)
    - Overall Needs and Response to date
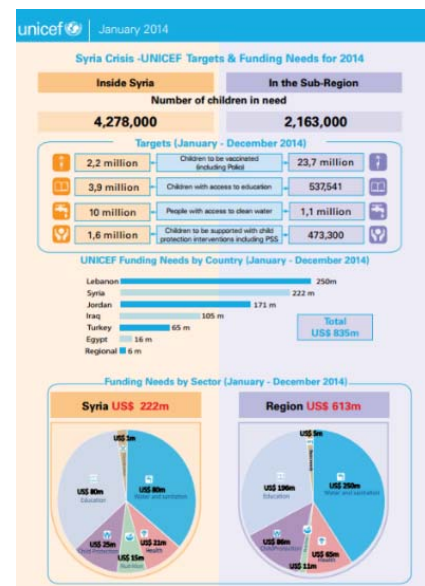
- o UNICEF offices and staff presence
- o UNICEF and sector targets & funding needs for 2014
- Design of the humanitarian dashboard which is updated monthly
- Contributed to the design of the Kuwait contribution progress report

The majority of maps and info-graphics products have been published on UNICEFs' "Children of Syria" website (http://childrenofsyria.info).

UNICEF was happy with the support Hassan has provided for six months and they replaced his role with an internal candidate. After his deployment UNICEF contracted iMMAP directly for Hassan's services on the polio campaign and he is still under this contract.
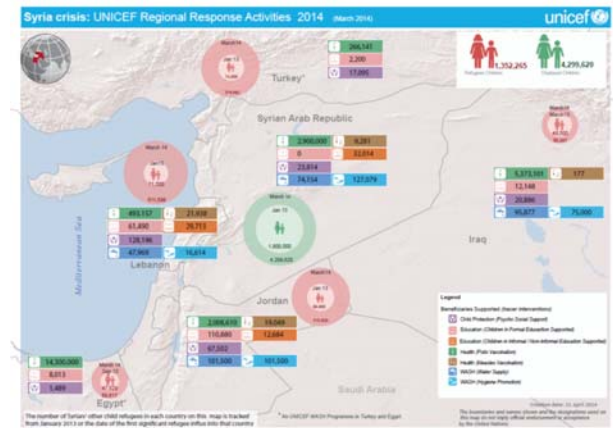
Objectives

The position of Information management specialist with UNICEF MENARO was envisaged to support the team members for the Syria Hub and setting up an IM framework in order to collect, analyse, and share information that is relevant to all programme stakeholders and to follow the work plan strategy under the response plan:

- The needs of the affected populations with focus on Syrian children affected by the crisis.
- The prioritization of the areas that are in needs for humanitarian assistance.
- Support the monitoring and evaluation with focus on humanitarian performance monitoring.

Achievements

- ➢ Data collection
   - o Built a catalogue dataset in order to collect data in various formats such as assessments, reports, baseline data and maps that were produced by UNICEF and other UN/INGOs per countries to support the SHARP and Comprehensive Regional Strategy (CRS).
   - o Compiled figures relevant to Syrian children affected inside Syria and neighboring countries to identify the analysis trends on monthly basis and the responding figures per sectorial programme (WASH, Education, Health and child protection).
- ➢ Products delivered
   - o A Health sector a coverage map for children vaccinated against polio for first and second round were produced respectively.
   - o Info-graphics for regional key response activities for 2013 (Jan-Dec) and for the first quarter for 2014 were compiled and produced to identify the UNICEF interventions in its main activities (Health, Education, WASH and Child protection) with figures for beneficiaries per indicators and countries.
   - o A regional dashboard has been created and updated with response indicators and funding needs per countries.
   - o Info-graphics highlighting for needs and the response to date were developed and include the funding needs status update.
   - o Info-graphics for supply and the logistics sector were produced in order to plan UNICEF humanitarian assistance corridors through road, sea and flight maps inside/outside Syria.
- ➢ Dissemination
   - o In line of dissemination activity he managed to control UNICEF share point team site in order to update and upload UNICEF products.
   - o Updated the assessments and maps catalogues and liaising with other IMOs to use the potential capability of share point site.
   - o Updated figures and funding needs status on the website on monthly basis from situation reports.
   - o Followed up and worked focal persons in the communication section to update indicators on the website.

- Structured a geographical dataset for the areas affected by the Syria crisis including main layers comprising of admin units, transportation routes and facilities.
- Contributed to collecting and collating a catalogue of key information reports related to UNICEF sectors including assessments, evaluation and map that were produced by UNICEF and other UN/INGOs per countries to support the UNICEF analysis.
- Contributed in compile figures to be represented in trends analysis and in the form of charts and tables for Syrian refugee children.
- Contributed to the management and structuring of the UNICEF SharePoint team site in order to better support programmatic decisions, disseminate and update the analytical products.

Impact

The impact of Hassan's work was evident through the exposure of his work through the sharing via digital communication medians such as web portals and other median. This work enabled UNICEF to approach their activities based on evidence based studies and hence facilitating the better targeting of people in need. The developed products play a vital role fostering the exchange and reciprocity the data, information and tools that can be used in different contexts.

This deployment to UNICEF proved a value added addition to the team in the emergency section. One example is the enhancement of data where the UNICEF health section's dataset was fragmented and unusable. Hassan fixed this issue and standardised the dataset which ensures better data quality and analytics from the dataset in future.

After Hassan's post under this grant UNICEF contracted iMMAP directly for his services on another project which needed IM support. This clearly demonstrates the impact of his work with the UNICEF team.

Lessons learned & recommendations

In the UNICEF working environment the utilisation of different tools for collecting primary data proved challenging given differing technologies and methodologies. The establishment of a unified data collection system would go a long way to helping with this issue.

The lack information shared between humanitarian actors after three years in the conflict is one of the biggest challenges organisations face. Information management personnel within clusters are using different tools for data management. To avoid duplication there is a need to implement a strategic approach for coordination tools.

INTERNATIONAL ORGANISATION FOR MIGRATION [IOM]

Ramy Zaki was been placed on the Regional Syria Crisis Response team for IOM as Information Management Officer from January 2014 until July 2014. Initially he worked on collecting humanitarian data from several sources internally within IOM, and from other UN agencies to build concrete database of information.

Ramy became the IM focal point for the IOM Products in the regional crisis. He started working on developing new templates for all products to support the decision makers to have a better understanding of the information at hand. He analyzed the Syrian Biweekly data, and produced maps/info-graphics for NFI, Shelter, Transportation, and Psychosocial activities inside Syria, and in the affected countries.

He played a key role in establishing systems and structures required to enable effective and efficient processes of data collection, analysis, processing and information sharing to be used for various purposes which primarily will support the operations in making informed, evidence-based strategic decisions and activities planning.

Ramy translated, formatted, and visualized the IOM Syria Crisis Appeal 2014 cover page for dissemination. He has contributed

to and supported the emergency unit in visualizing and updating the Humanitarian Response Operations maps. Additionally, Ramy supported the Health sector on developing Data collection tool with two interfaces (English/Arabic) to assess different indicators to monitor the response process.

Despite calls for extension of Ramy's post from IOM it is was decided not to support this role for a second term since the Displacement Tracking Matrix (DTM) for IOM was not successfully launched on time and hence it is felt that a higher priority role in the Syrian crisis would be identified in the meantime.
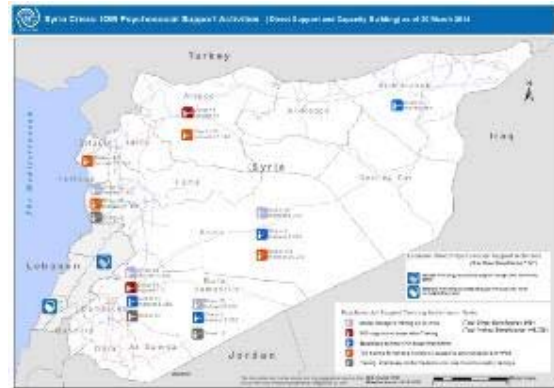
Objectives

- Possible travel to inside Syria as may be necessary to support relevant information management activities of IOM Damascus as part of the regional strategy.
- Work with project teams and sub-offices, through the Emergency Support Assistant, to review, improve and consolidate data collection and processing tools, including the development of basic databases for data entry and reporting, where applicable.
- Assist in generation of relevant information, statistical visualization, dashboards and maps for the regular regional and in-country reports and updates, as well as information products to support the development of Syria Humanitarian Assistance Response Plan (SHARP).
- Support in the establishment of a comprehensive information management system that will facilitate the collection, analysis, and sharing of information relevant to IOM's Regional Syria Crisis Response, in general, and emergency activities in particular.
- Generate relevant information, statistical visualization, dashboards and maps for the regular regional and in-country reports and updates, as well as information products to support the development of the response plan.
- Conduct staff training and technology transfer on information management to project staff, and where necessary, government and local NGO partners.
- Participate in inter-agency information management coordination meetings and activities.

Achievements

Initially Ramy started collecting humanitarian baseline data from several sources internally within IOM, and from other UN agencies to build a concrete Geodatabase and supported the team with the production of key information management products such as maps and various info-graphics.

After two months Ramy assumed the role as acting IM focal point for IOM and produced IOM products on the emergency response. Through this work we developed new templates for all products in user friendly formats:

- Health/ Psychosocial activities
- Transport Assistance
- Psychosocial Activities
- NFI/Shelter/Cash for rent
- Emergency unit
- Registration Database

Produced several maps, info-graphic, and reporting products:

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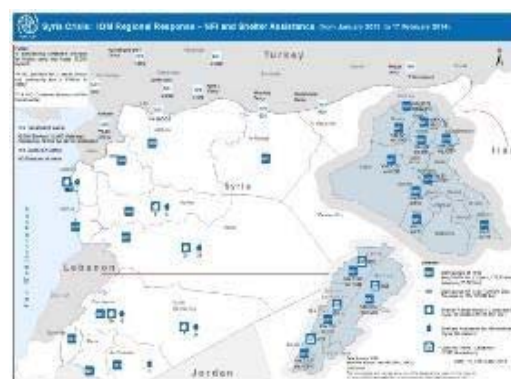
- IOM Psychosocial support activities in Syria
- IOM Regional Response-NFI and Shelter Assistance.
- IOM Health Assistance to Syrian Refugees.
- IOM Presence in the Syria affected region.
- IOM Appeals

Impact

- Strengthened humanitarian information management by building on and improving existing processes and tools.
- Provided clear guidance to sector focal points / field staff on IM topics, and on how can they improve monitoring and reporting.
- Established a framework for monitoring health activities.
- Developed new product templates that were highly appreciated by IOM HQ and field offices.
- Used new templates to make the IOM sitrep maps more user friendly, establishing a standardised format, and regularly sharing with this work HQ.
- Integration of successful best practices and innovations produced by field staff into IOM IM products.

Lessons learned & recommendations

Being an Arabic speaker was a distinct advantage for Ramy. It facilitated his understanding of data in Arabic language and also enabling him to produce products in Arabic and English.

The maps previously being produced were not user friendly or easily comprehensible, and there were concerns over the figures and data reported in the old products. Throughout his research into IOM products specification he noticed that each country globally is using different theme for info-graphics and maps.

Ramy recommends that IOM start developing a Graphic Style Book to standardize IM products in all countries.

He noticed a limited number of Information management officers in IOM, perhaps because of the nature of IOM as an operational agency and the resulting demand for operational staff. It is recommended that IOM should invest more into information management resources to better serve their work.

Future deployments to IOM regional offices under this grant were decided not to be supported until IOM can come up with a clear TOR which is 100% aligned with the SHARP mandate.

UNITED NATIONS WORLD HEALTH ORGANISATION [WHO]

Irfan Ghumman joined the WHO Damascus team in January 2014 until June 2014 as an Information Management Officer. His primary responsibility will be to coordinate the development and implementation of the information systems necessary for the collection, collation, management, analysis and dissemination of data relevant to the work of WHO Syria so as to ensure informed decision making, advocacy and fundraising.

While arriving in Damascus he was immediately approached by OCHA Geneva for his technical support to OCHA Syria on Joint Humanitarian Assessment (JHA), where he produced comprehensive tabulation plan, reviewed questionnaire and provide technical assistance to modify data entry software. He acted as a core technical team member to provide assistance for data entry and analysis on the JHA.

His role was to act a Focal Point for WHO Syria and the Health Sector in all relevant inter-agency fora, including Information Management and Assessments Working Groups. He also played a major role along with OCHA IM team to establish information management working group in Syria as well as to modify 4W tool and re-launch it in humanitarian community. He acted as a focal point for the Health Working Group 4W data compilation and analysis.
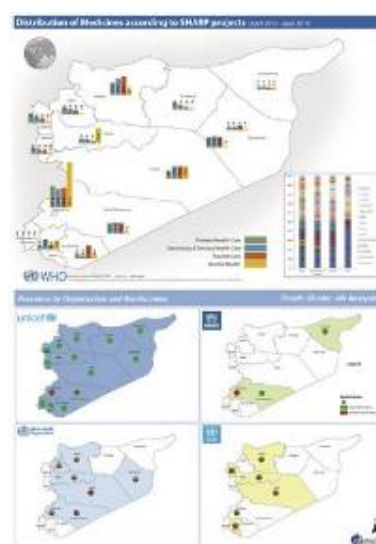
Despite his excellent work on the Damascus team, Irfan reported to iMMAP that he was not comfortable in the country office where he felt he was being sidelined in IM work and he felt that WHO did not allow him to fulfil his full potential in this role. It was decided not to extend this role an additional six months.

Objectives

- Coordinate the development and implementation of the information systems necessary for the collection, collation, management, analysis and dissemination of data relevant to the work of WHO Syria so as to ensure informed decision making, advocacy and fundraising.
- Direct technical support to WHO Syria in the:
  - Design and validation of data collection tools (forms, questionnaires, etc.) and development of related processes and workflows
  - Support to the regular collection, collation, and management (coherence check, cleaning, consolidation) of data, including support to partner agencies
  - Provision of technical support in the analysis of data and visualization of results
  - Support to WHO Syria Monitoring & Evaluation activities (e.g. Health Cluster Performance Monitoring)
- Act as a Focal Point for WHO Syria and the Health Sector in all relevant inter-agency fora, including Information Management and Assessments Working Groups
- Coordinate with Syria Ministry of Health as well as other health partners, in order to harmonize and reinforce IM practices and collaboration across the health sector.

Achievements

Irfan provided technical support to M&E and Polio sections including Chemical Weapon's consultant in designing data collection tools, data analysis, visualizations and updating information products such as:

- Maps
  - Syria chemical weapons Allegations maps
  - Medicines distribution under SHARP Project
  - Polio cases maps
  - Several maps for health sector on 4Ws data
- Data management
  - Designed Sub National Immunization Days, daily monitoring tool for WHO Emergency section Amman.
  - Designed an interactive data management tool for AFP cases.
  - Designed an interactive data management tool for chemical weapons allegations.
  - Supporting injury trauma technical expert to design data collection tool for injury trauma assessment.
  - Support to the regular collection, collation, and management (coherence check, cleaning, consolidation) of data, including support to partner agencies
- Supported WHO Syria Monitoring & Evaluation activities in analysis of data and visualization of results.
- Coordinated with Syria Ministry of Health as well as other health partners, in order to harmonize and reinforce IM practices and collaboration across the health sector.
- Produced comprehensive tabulation plan, reviewed questionnaire and provide technical assistance to modify data entry software.
- Acted as the core technical team member to provide assistance for data entry and analysis.
- Acted as focal point for WHO Syria and the Health Sector in all relevant inter-agency fora, including Information Management and Assessments Working Groups. He also played a major role along with OCHA IM team to establish information management working group in Syria as well as to modify 4W tool and re-launch it in humanitarian community. He acted as a focal point for the Health Working Group 4W data compilation and analysis.

Impact

The impact of Irfan's deployment was limited through politics inside the office where he was restricted from participating in information management and coordination meetings and key information for his work was not shared with him. This was raised to WHO regional office and it was agreed that in this case it would be better to not extend the post.

Despite these issues, Irfan managed to produce key products for WHO Damascus extending from maps to info-graphics and helped the health cluster establish a baseline for 4W reporting.

Lessons learned & recommendations

The clear lesson learned from this deployment is that in future deployments to WHO country offices iMMAP will request a letter of endorsement from the regional representative of WHO outlining the terms of reference for the officer and requesting

that this deployment be fully facilitated in their day to day work and be accepted as part of the team on the ground without prejudice.

UNITED NATIONS WORLD FOOD PROGRAMME [WFP] DAMASCUS
      MONITORING AND EVALUATION SPECIALIST

After his term with WHO Damascus Irfan Ghumman joined the WFP Damascus in June as an M&E specialist.

Objectives

- Implement the CO M&E strategy based on the project log-frame and key milestones (baselines, mid and end term surveys);
- Ensure regular update of the M&E matrix plan and relevant data collection methods and tools based on feedback from the field;
- Ensure that COMET is updated with relevant data on indicators and targets, and updates after the mid-year and end of year review;
- Supervise monitoring activities, data collection, compilation and analysis of reports prepared by WFP Field Monitors, Third Party Monitoring teams, and prepare monthly output and progress reports (progress reports should include trend of the output and outcome indicators and implementation challenges);
- Prepare and circulate monitoring findings template and ensure follow-up on actions by Sub Offices or relevant units;
- Systematically ensure that monitoring findings influence adjustments to programme implementation, particularly in refining targeting and selection criteria;
- Participate in the design and implementation of WFP programs with particular emphasis on conducting problem analysis, defining the role of food assistance and providing   recommendations on targeting of such assistance along geographic, sectorial or socioeconomic lines;
- Participate and support the broader national level discussions and policy/strategy development for food security, poverty reduction and achieving the Post-2015 Development Agenda;
- Provide technical support and guidance to improve and maintain established project monitoring and evaluation systems to assess changes in the food security and vulnerability status of particular population groups so as to facilitate programming decisions;
- Respond to information needs of managers, primary stakeholders, cooperating UN institutions and funding agencies;
- Develop information products to support decision making during the pre-intervention period (i.e. contingency planning, emergency needs assessments) and to support operational planning throughout the programming cycle.
- Support capacity strengthening initiatives for Cooperating Partners, particularly in the area of unified beneficiary databases and M&E training.
- Assist in the preparation/update of the early warning, risk analysis, and contingency planning in order to respond to humanitarian crisis;

Achievements

Monitoring and Evaluation (M&E) Section
- **General Food Distribution**
    o Attended initial meetings with WFP Senior Program Officer and briefed on WFP program activities, information on the monitoring and evaluation role and introduction to the team.
    o Capacity building of program staff by providing training on excel etc.
    o Directly and technically supervised 20 monitoring and programme staff members.
    o Participated in 3 days WFP Program workshop in Tartous from 1st to 3rd July 2014 and presented the WFP monitoring statistics and effective monitoring methodology.
    o Prepared a tool to enter and analyse price monitoring data.
    o Attend meetings with PICC to conduct a Food Security Need Assessment.
    o Prepared operational and weekly plans for WFP and third monitoring plans to deploy field monitors. Reviewed and merged and modified onsite and post distribution monitoring questionnaires.
    o Modified third party monitoring questionnaire.
    o Developed Food basket questionnaire and launched.
    o Received field monitoring reports from field monitors throughout the country, highlighted distribution issues, referred to the appropriate sections for action and responded to monitoring related issues queries.
    o Received all monitoring questionnaires, arrange data entry in databases, produced results and wrote monthly reports.
    o Regularly produced the M&E report.
    o Regularly produced data for the ECHO report.

- o Revised the sampling methodology to adjust sampling error for food security indicators.
- o Worked on the Syria monitoring strategy document.
- **Nutrition / Supplementary Feeding**
  - o Prepared an operational plan. Included collective centres and Final Distribution Points (FDPs) in the monthly monitoring plan.
  - o Reviewed onsite and post distribution data collection tools.
  - o Arranged data entry, produced analysis and wrote reports.
- **Fresh Food Vouchers / Cash & Voucher (C&V)**
  - o Prepared a C&V baseline data entry tool, i.e. onsite questionnaire, beneficiary contact questionnaire, onsite monitoring questionnaire, Sale shop monitoring questionnaire and market price monitoring questionnaire.
  - o Prepared the sampling methodology for baseline and quarterly monitoring.
  - o Launched a fresh food voucher Programme in two governorates and supervised baseline data collection.
  - o Arranged baseline and monitoring data for 3rd quarter and produced impact analysis and wrote the report.
  - o Merged PDM and BCM questionnaires and data entry tools.
  - o Received Shop Market sales data and produced analysis to monitor voucher and market prices.
- **School Feeding**
  - o Attended a meeting with Ministry Of Education to launch school feeding program.
  - o Produced Sampling methodology and operational plans for baseline assessment, and monitoring respectively.
  - o Reviewed the School Feeding implementation plan in terms of selection criteria. I.e. highly food insecure, richly IDPs populated and accessible for monitoring.
  - o Reviewed the baseline questionnaire and provide training to monitors on field baseline data collection.
- **Other monitoring and Programme activities**
  - o Reviewed WFP's distribution database in detail and proposed modifications.
  - o Extracted field monitoring data from WFP distribution database and produced a tracking sheet for field monitoring.
  - o Produced analysis for FDPs (Food Distribution Points) to monitor the status.
  - o Produced M&E data analysis for auditors.
  - o Conducted a field visit to monitor food distribution activity by the partners.
  - o Prepared a monitoring plan to monitor Cash & Voucher program activities in Homs and Latakia governorates.

Vulnerability Analysis and Mapping (VAM) section
- Developed a database for market price monitoring and produced bi-weekly report for the WFP SITREP report.
- Produced monthly market price and bread situation bulletin.
- Attended a series of meetings with Syria CBS (Central Bureau of Statistics) and PICC to prepare for the countrywide Household food security survey of 25000 households.
- Prepared the TOR, Plan of action, and Questionnaire for the food security survey, Questionnaire for cluster profile, budget, framework, household selection methodology, sampling methodology, tabulation plan and timeline for the upcoming food security survey.
- Supervised 1 VAM staff member.

Information Management
- Attended IM Working group meetings regularly.
- Fixed issues in the 4W matrix, produced WFP data for 4W, gathered data from partners and compiled in the matrix and submit to OCHA.

Impact

Irfan's support to WFP Damascus Country Office improved the performance of WFP Syria Programme to implement effective monitoring, timely data collection and analysis, and improved decision making and planning. Adoption and implementation of innovative technology and user friend tools helped monitoring staff to interact with data. Irfan has also extended the technical capacity of local staff through trainings.

Lessons learned & recommendations

The lack of sufficient professional staff posted to the WFP Damascus country office has put extra responsibility upon Irfan. He has assumed responsibilities with the VAM and IM units alongside his original monitoring section activities.

Since Irfan's original deployment to Syria with WHO, travel with national passport has always been a problem. Delays in getting visas had set back his travel plans frequently. Due to visa issues he has missed a food security workshop in Beirut as well as

meetings with regional office etc. Obtaining a UNLP is becoming a critical need due to certain reasons, i.e. Lebanon and Syria have made strict rules for national passport holders while there is no need of visa for Lebanon and Jordan for UNLP holders.

OFFICE FOR THE COORDINATION OF HUMANITARIAN AFFAIRS [OCHA] TURKEY
ASSESSMENT EXPERT

Chris Habib joined the OCHA team at Hatay, Turkey in September as an Assessment Expert. His immediate task was to co-lead the Syria Multi Sectoral Needs Assessment (MSNA). The increasing need and lack of updated multi-sectoral needs assessments (MSNA) was one of the major concerns raised by NGO partners operating in northern Syria and Turkey. The Syria MSNA is a multi-stakeholder coordinated assessment that provides valid information at a strategic level to identify critical needs in Syria according to geographic areas and sectors.

Objectives

- Data verification and validation of surveys conducted in northern Syria.
- Prepare datasets for reporting.
- Prepare a reporting template to produce visuals.
- Calculate severity scores for different sectors.
- Finalise the sector profile on Shelter & NFI Sector.

Achievements

- Enumerators collecting information per key informant per sub-district in Syria had to debrief a team of de-briefers who in turn aggregated, on paper, their input into one questionnaire per sub-district. Information was then entered into a database by a team of data entry volunteers from different NGOs. This enabled the information to be triangulated with other secondary data sources; the process however rendered the data quality more prone to erroneous entries at the different stages which had to be verified and validated after it was entered into the database.

- The MSNA questionnaire included single, multiple, ranking, and severity scoring questions for 9 different sectors (Population, Humanitarian Access, Health, WASH, Shelter…). Ranking questions had to be recoded to provide a score based on the ranking. Single and Multiple type Questions with "Other, please specify" as an option needed to cleaned up and standardized, calculated fields were added to the dataset for the convenience of reporting as well. Named ranges to ease reference in addition to pre-reporting data checkups were also done to ensure reliability of the data. Data compiled on persons in need per sector had to be attributed to up to 3 different data sources which were also cleaned up and standardized for reporting.

- To maintain a consistent reporting template across the different MSNA sectors, standardized visuals (heat maps, tables, graphs and charts) in addition to colour scales were agreed on. An excel template was prepared per sector to produce visualizations for the preliminary findings report to be shared with the sector coordinators.

- An excel sheet was prepared to report on the severity scores per sector aggregated at the sub-district and governorate level. A Weighted Median Calculator Sheet was prepared on Excel to calculate the scores weighted by the median population at the governorate level.

- As all other sectors, the Shelter & NFI initial findings and analysis was finalized and sent to the Shelter coordinator to receive feedback and additions, thus ensuring information is representative, valid, and without anomalies.

- Timely and accurate data was key to delivering the initial sectoral findings as per the timeline agreed upon among the different actors involved. Following the above completed objectives, timely reporting on the MSNA collected was realised. The data itself proved clean, verified, consistent with reporting standards, and relevant to analysis. Hence enabling better identification of geographic hotspots per sector in need of assistance inside Syria.

- Various visualisations and maps were produced to support the MSNA analysis team to review the data and triangulate it with secondary data sources. At the present, the initial findings are shared with the sector coordinators for their final review within their sectors and pending their feedback before the draft report is finalized

Impact

- Chris has only recently joined the team in Turkey, however his work in conjunction with Ramy and Belo has been appreciated by the MSNA coordination team on the ground and it was commented that this assessment is proving more successful than the previous assessment in no small part due to the multi stakeholder support from the iMMAP team in Turkey.

Lessons learned & recommendations

- With over 1000 question fields to report on, the database which was prepared earlier by colleagues did not perform data validation at the data entry level for some of the questionnaire's inputs (such as the segregation of IDP population figures per affected group compared to the total IDPs, some records had discrepancies in persons in acute vs. moderate need of assistance that did not sum up to the total persons in need in that sector). Therefore it was necessary to resort to the questionnaires' hard copies several times to clean up the data; this in turn was time intensive.

- The increased need of updated multi-sectoral needs assessments (MSNA) is one of the major concerns raised by NGO partners operating in northern Syria and Turkey. In order that the data [collected in September] maintains its validity, a tight timeline was agreed on upon the different MSNA co-leads to produce the final MSNA report. This required long working hours in addition to weekends to make sure everything is on schedule and that the report is not delayed.

- The MSNA process is still underway and will be finalized by the end of October. As most current objectives circle around the MSNA process a big part of the lessons learned is process-oriented. Steps can be made to avoid such issues arising in upcoming assessments. Data validation at the data entry should be automated and set as a prerequisite to any data collection tool/database. This would save time spent on validation at later stages when analysing the data.

- Excel is a great tool for analysing the data. However, other tools (such as Tableau) are extremely powerful in visualizing data and could be used in future assessments for reporting.

OFFICE FOR THE COORDINATION OF HUMANITARIAN AFFAIRS [OCHA] TURKEY
INFORMATION MANAGEMENT OFFICER

Ramy Zaki joined the OCHA team at Hatay, Turkey in August as an Information Management Officer. His immediately task was to lead the training of Syrian NGOs in data collection methodologies for the upcoming MSNA. Ramy also was also tasked with designing multilingual products for the team.

Objectives

- Build up capacity of Syrian NGOs for IM
- Create and conduct training sessions on 3W data management and mapping of 3W data in English and Arabic
- Create and conduct sessions on quick mapping in English and Arabic
- Support and assist multi-sector assessments
- Manage and analyse Syrian NGOs data
- Work on Arabic Dashboard
- Support the IMAU for thematic Mapping

Achievements

- **SUPPORT MULTI-SECTORAL NEEDS ASSESSMENTS (MSNA)**
  The Syria MSNA is a multi-stakeholder coordinated assessment that provides valid information at a strategic level to identify critical needs in Syria according to geographic areas and sectors. Provided technical support to MSNA by translating training materials, provided training to the enumerators participated in the assessment process, developed reference maps, coverage maps and other logistical support.

- **Information Management and Analysis Unit Support**
  Syria NGOs 3W maps: Education, Food, Health, Logistics, and Nutrition maps have been developed. He also supported the health sector by analysing and producing series of maps:

  o   Overall number of organizations reported in the health sector.
  o   Number of organizations with provision of drugs and medical supply.

- o Number of organizations with different types of health services.
- o A series of maps for cross-border/cross-line planning and hard to reach areas were produced.
- o Humanitarian Dashboard Arabic version is up-to-date

- **NGOs Support**
  Meetings will the Syria Assistance Coordination Unit (ACU) IM team to discuss continue supporting the IM needs, and how can we integrate the ACU assessment (DYNAMO) to be in line with the Syria MSNA by Comparing between the two products, and assess the possibility of having enhanced product integrated with the MSNA. Macro-level assessment integration Roadmap has been developed by OCHA, and shared with the ACU. Provided clear guidance to the ACU staff on IM topics, and how can they improve the monitoring and reporting process using the information management tools.

Impact

- Ramys experience working with UN agencies in the humanitarian emergencies for more than 5 years especially supporting Syria crises since 2011 working with OCHA ROMENA, and IOM Beirut gave him the ability to understand the Humanitarian Actors needs how to use the IM to produce narrative and info graphs to summarize the Humanitarian situation to Support the strategic and decision making.

- In addition to his experience in Rapid Humanitarian Assessment, data analysis, Mapping and visualization proved valuable to facilitate the MSNA process, and also the sectoral analysis.

Lessons learned & recommendations

- Ramy faced issues with his leave arrangements and entitlements which were confused between OCHA and iMMAP. He recommends that iMMAP share its consultants leave (or R&R) arrangements with beneficiary UN agencies to better facilitate administration support on deployments from hosting agencies.

**SYRIA NEEDS ANALYSIS PROJECT [SNAP] TURKEY AND JORDAN
INFORMATION MANAGEMENT OFFICER**

Mohammed Belo joined the SNAP team at Hatay, Turkey in September as an Information Management Officer. His initial work entailed supporting the MSNA process at which SNAP is a key stakeholder in the process. Near the end of the month he was relocated to Amman to support the SNAP in Jordan. In this role he has helped SNAP overhaul their reports with better analysis and infographics.

Objectives

- Establish and maintain databases and other data storage and analysis applications to maintain critical operational information (e.g. for Multi-Sector Needs Assessment and other assessments has been conducted by the project)
- Support the production of SNAP key documents by providing overview maps and thematic spatial information products and info-graphics that support the main project reports.
- Develop, maintain and administrate a database and create solutions to insure providing a quality maps for countries of interest.
- Liaise with other GIS and information managers from other clusters or institutions in the country and the region.

Achievements

- Supported the MSNA process in terms of data entry, cleaning, processing and visualization for the analysis purposes.
- Produced information graphics and maps for Iraq brief, and other maps/documents for Jordan office.
- Enhanced the RAS information graphics and visualization with better, attractive and easy to understand graphs, maps, and illustrations.
- Built a new template for the SNAP Daily Needs Update DNU reports that helps the process of easy geo-referencing the information for the six countries in the region.
- Built a template for SNAP maps, and information products that shared with other agencies.

Impact

- Better information products produced by the project.

- Easier ways to collect the daily needs information from all offices in the region.
- Mapping team is more productive and responsive to the ad-hoc requests mapping and information products requests.

SNAP report in July	SNAP report in October
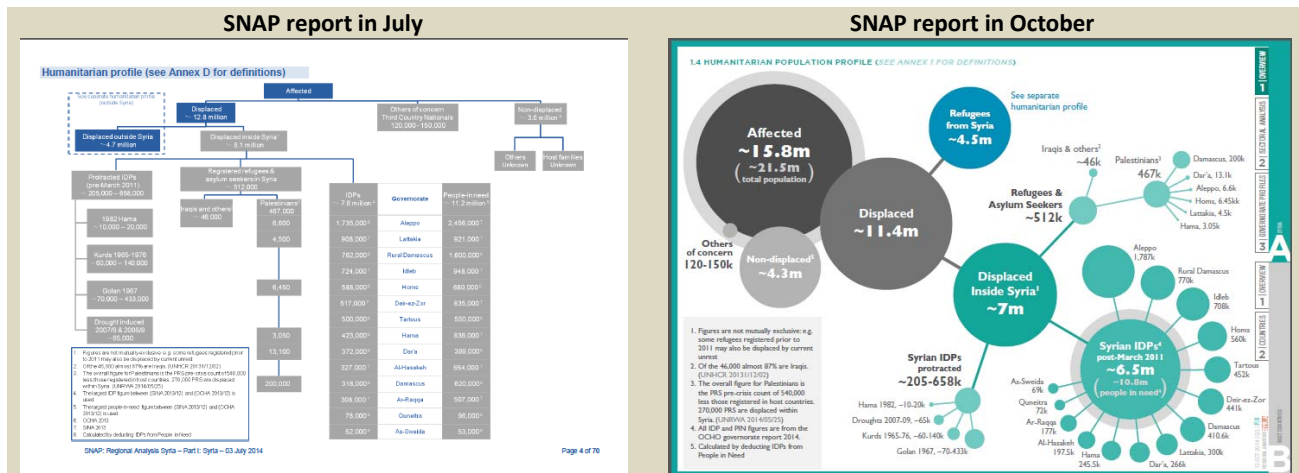
Lessons learned & recommendations

- In the MSNA data entry exercise, the experience of using the database was good and flexible. It was easy to update, and share changes in the database design with the entire the team throughout the process. However the database still has some limitations in data validation and ease of use by the data entry clerks. It is recommended to build a special platform for data entry (it can be online) for better and more accurate and efficient data entry / validation process.

- Assessment Questionnaires were in Arabic, and the database interface was in English, and that affected the accuracy of data entry and time spent on each questionnaire. It is recommended to consider building an Arabic interface for data entry then making the interface more consistent with the paper version. This will require early intervention from the technical team.

- Belo found it a great experience to work with iMMAP in different teams and this facilitated the MSNA process with less conflicts unlike the SINA Assessment since people has been speaking the same language with the same spirit of work and cooperation.

SOFTWARE DEVELOPMENT SUPPORT OFFICER

Mehtab Khan assumed the role of software development support officer in May 2014. In this role he has supported colleagues in software solutions and continued support to UNICEF on his work in the previous deployment.

Objectives

- Support to UNICEF Syria on the facilitator database and the USSD mobile data collection application.
- Support to deployed iMMAP staff in the region.
- The integration of OpsFEED into WFP headquarters servers for use by WFP in this crisis.

Achievements

- Provided ah-hoc support to the UNICEF Syria team on the tools previously developed for the team.
- Worked on the implementation of CartoDB for WFP to facilitate the rollout of OpsFEED at WFP HQ
- CartoDB customization according to the WFP requirements

Impact

Before working on the WFP OpsFEED migration to WFP HQ servers the data for the tool was hosted by a service provider (CartoDB). This hosting was out of compliance with WFP data security policy and hence iMMAP committed to assisting WFP in installing this tool on their own server. This work has been by no means a small task and is due to be launched on October.

With the launch of this tool on WFP servers in HQ it will reduce the deployment cost of the service to $0 and ensure that all data stored on the tool is hosted on secure WFP servers.

Lessons learned & recommendations

Training will be required to be given to the WFP IM team on the usage of the system in the next quarter. iMMAP will support to system through the coming few quarters until WFP HQ is up to speed with providing support internally for the system.

The deployment of this service proved a huge task and it will be fruitful to release documentation on the process involved for future deployments of the tool. UNICEF has indicated interest in deploying the CartoDB tool (which is the backbone of the OpsFEED tool) and a portable version of the system will be made available in the next quarter for UNICEF and additionally for iMMAP to deliver mapping services to the Syria crisis.

CONCLUSIONS

iMMAP feels that the grant to date has been widely successful and appreciated by all partners. By providing key information management support to agencies in the last year the beneficiary organisations have been able to extend their capacities of information management and in most cases such work was assumed by the host agencies at the end of the secondments.

Issues arising from visas still remains a problem with staff working in the region and iMMAP will work closer with organisations in the future to find better means of facilitating visas more effectively and in timely fashion. In some instances host organisations requested the information management officers to work on tasks outside of the SHARP mandate. This was a particular issue with IOM in Beirut. iMMAP will be seeking support from PRM to facilitate this support in the future and hence extend support to the entire region response.

It was observed that most secondments at the start of the grant ended up being focused on internal IM support to the organisations programmes. iMMAP aims in the future to support more clusters and assessments in the response and with less of a focus on programme support to organisations. Support to the SNAP and NRG are new additions to the grant and iMMAP is very enthusiastic in supporting both units where they have the potential of supporting the coordination mechanism in the response quite effectively.

iMMAP is incredibly grateful of OFDA's support with this grant in the last year and it is hoped that more support from OFDA and other donors will be committed through 2015. Taking the lessons learned from this grant, iMMAP will be submitting shortly a concept paper to augment this support for the coming year in the form of a new grant which is focused on providing more support to assessments and critical information management needs, particularly in support of the Whole of Syria approach and the NGO community.